

## Customer Credit Reporting

**Company Name:** Navigator Telecommunications Inc, LLC  
**Doing Business As:** Navigator  
**Company Address:** 8525 Riverwood Park Dr. P.O. Box 13860 NLR, AR 72113  
**Operating Company Number:** 2314

**Credit Reporting Data for Quarter Ending** June 30, 2003 ▼

**Credit due in accordance with Section 732.30(a);**

**Out of Service More than 24 Hours:**

Total dollar amount of all customer credits paid:

Number of credits issued for repairs - 24-48 hours:

Number of credits issued for repairs - 48-72 hours:

Number of credits issued for repairs - 72-96 hours:

Number of credits issued for repairs - 96-120 hours  
the categories identified in Section

732.30(e)

Number of customers receiving alternate  
phone service rather than receiving a credit.

| April  | May    | June   | Total  |
|--------|--------|--------|--------|
| \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| \$0.00 | \$0.00 | \$0.00 | 0      |
| \$0.00 | \$0.00 | \$0.00 | 0      |
| \$0.00 | \$0.00 | \$0.00 | 0      |
| \$0.00 | \$0.00 | \$0.00 | 0      |
| 0      | 0      | 0      | 0      |
| 0      | 0      | 0      | 0      |

**Credit due in accordance with Section 732.30(b);**

**Failure to install Basic Local Exchange Service:**

Total dollar amount of all customer credits paid:

Number of installations after 5 business days:

Number of installations after 10 business days:

Number of installations after 11 business days

the categories identified in Section

732.30(e).

Number of customers receiving alternate  
phone service rather than receiving a credit.

| April  | May    | June   | Total  |
|--------|--------|--------|--------|
| \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| 0      | 0      | 0      | 0      |
| 0      | 0      | 0      | 0      |
| 0      | 0      | 0      | 0      |
| 0      | 0      | 0      | 0      |
| 0      | 0      | 0      | 0      |

**Credit due in accordance with Section 732.30(c);**

**Missed Appointments**

Total dollar amount of all customer credits paid:

Number of customers receiving credits:

the categories identified in Section

732.30(3).

| April  | May    | June   | Total  |
|--------|--------|--------|--------|
| \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| 0      | 0      | 0      | 0      |
| 0      | 0      | 0      | 0      |